

April 23, 2013

Highmark Blue Cross Blue Shield Delaware began mailing new identification (ID) cards to its members at their home address. The mailing included an insert which can be viewed at <http://ben.omb.delaware.gov/medical/bcbs/documents/id-card-insert.pdf> that is **not** specific to State of Delaware Highmark plans, rather it is a generic communication sent to all current Highmark members. Please be advised that Highmark Delaware has a contract with Express Scripts to provide pharmaceutical services to members **who are not** State of Delaware members. References to Express Scripts in the insert are **not** applicable to State of Delaware members as the State of Delaware works separately with Express Scripts (formerly Medco) to fulfill your pharmacy needs.

Start using your new Highmark Delaware ID card on May 18, 2013 whenever you or a covered dependent receive health care services. It is important to provide the new ID card to your health care providers when receiving services on or after this date. A sample copy of the new ID card which can be viewed at <http://ben.omb.delaware.gov/medical/bcbs/documents/id-card-sample.pdf>

- You'll receive a separate ID card for each covered dependent. Your name will appear on the left side of the ID card and your dependent's name will appear on the right side.
- Your designation as a State of Delaware employee will no longer appear on the ID card.
- If you have Blue Care®/HMO coverage, your primary care physician's name will appear as your PCP.
- If you make any changes to your health care coverage or personal data during this year's open enrollment from May 13 to May 29, 2013, you'll receive another new Highmark Delaware ID card in June for your use beginning July 1, 2013.
- Please disregard any references to Express Scripts in the materials you receive from Highmark Delaware, as the State of Delaware works separately with Express Scripts (formerly Medco) to fulfill your pharmacy needs. Continue to use your State of Delaware Medco prescription drug ID card when filling prescriptions as Express Scripts will not issue new ID cards during open enrollment and for the plan year beginning July 1, 2013.

Your benefits have not changed, but enhanced customer services and new online tools are coming through Highmark Delaware.

You'll be able to learn more about new features and services available to you as a Highmark Blue Cross Blue Shield Delaware member by reading the *Delaware Blue* newsletter and other communications as each appears in your mailbox.

Questions? Call Highmark Delaware's Customer Services at 1-800-633-2563.